



SWITCHBOARD OPERATOR, LARGE CONSOLE

CHARACTERISTICS OF WORK:

This is proficiency level work involving skilled operation of a Private Branch Exchange (PBX) switchboard console for a system with 200 or more lines or a more complex telephone system. Fundamental duties include the processing of incoming and outgoing telephone calls, the maintenance of logs, and the performance of clerical tasks related to switchboard operation. Incumbent handles mailroom duties, including receiving and distributing all mail to boxes; ensuring correct postage on outgoing mail; and signing for all certified mail and special deliveries. The job also entails contact with agency visitors and the communication of factual information requiring a thorough knowledge of agency operations. General supervision is received from an administrative superior.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Two (2) years of experience in work related to the described duties.

Substitution Statement:

Above graduation from a standard four-year high school or equivalent (GED), related education and related experience may be substituted on an equal basis.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be

used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; walk; and sit. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity: Exhibits behaviors showing a strong internal personal commitment to fundamental principles of honesty and fairness dealing in all activities related to job performance.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Accountability: Accepts responsibility for actions and results.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

TECHNICAL COMPETENCIES:

Telecommunications: Possesses knowledge of transmissions, switching, control, and operation of telecommunications systems.

Operates communication systems in receiving and directing telephone calls. Is skilled in operating a Private Branch Exchange switchboard console.

Clerical: Files, types, enters data, maintains records, and uses and completes forms related to switchboard operation.

Maintains accurate telephone records and necessary documentation. Records date and number dialed for all sent faxes.

Customer Service: Works with customers to assess their needs, provide information and assistance, resolve their problems, and/or satisfy their expectations.

Greets office visitors and determines nature of business through verbal inquiry. Directs visitors to appropriate destination. Provides information in response to specific inquiries concerning agency operations.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Operates communication systems in receiving and directing telephone calls.
2. Maintains accurate telephone records and necessary documentation.
3. Serves as receptionist and performs related duties.
4. Performs mailroom duties.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Answers incoming telephone calls; routes calls to appropriate extension, writes messages for unavailable staff members, and/or provides information in response to specific inquiries concerning agency operations.

Alerts appropriate agency personnel by telephone of emergency situations.

Records date and number dialed for all sent faxes.

Assists in the updating of interagency and/or intra-agency telephone directories.

Greets office visitors and determines the nature of business through verbal inquiry; directs visitors to appropriate destination.

Posts and distributes all incoming and outgoing mail in a timely manner.

Computes costs for special mail, e.g., insured, certified, restricted, etc.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.